poration as subsidy for production of controlled cloth while in the handloom sector a sum of Rs. 145.76 crores was spent as subsidy on Janata cloth and Rebate Schemes.

(d) Does not arise.

Development of Tourism in North Eastern States

277. SHRIMATI BIJOYA CHAKRAVARTY: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the North Eastern Council has taken up new scheme for infrastructural development of tourism in the North Eastern States; and

(b) if so, the details in this regard?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAV RAO SCINDIA): (a) No, Sir.

(b) Does not arise.

Measures to tone up Airport Management

278. SHRI MENTAY PADMANABHAM: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) what measures have been introduced by Government during the last four months to tone up airport management all over the country;

(b) whether any services have been privatised since then; and

(c) what measures are proposed to be taken to improve personnel behaviour, better use of existing facilities to make passengers receive better treatment than hitherto?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAV RAO SCINDIA): (a) Some of the important measures introduced to tone up the Airport Management are as given below:—

(i) Periodical meetings of various categories of employees at airports are being held at the level of Airport Director or Station in-Charge which have helped to inculcate the general awareness towards customer's satisfaction and improved customers' services.

(ii) Suggestions/Complaint Boxes have been installed at all the airports and the necessary follow-up action on these are initiated accordingly.

(iii) Continuous efforts are being made by the Management as well as by local Airport Incharges to improve the facilities.

(b) No, Sir.

(c) As an on-going process, the employees are continuously indoctrinated to display courteous behaviour and to ensure better customers' services. Periodical review of the existing facilities are being made to improve these so that the passengers are treated with greater care and attention.

Meeting the increasing needs for Hotel Accommodation of Middle Class Indian Travellers

279. SHRI MENTAY PADMANABHAM: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether there is any proposal under Government's consideration to privatise the ITDC hotels fully or partially;

(b) if so, what are the plans underway;

(c) whether Government are aware of the need to make available hotel accommodation for the middle class Indian travellers;

(d) if so, the details of any concrete measures taken by Government to meet this need, now recognised as "Novotel" category of hotels; and